

Quality Improvement

July 22, 2020

Information and Updates

Objectives

- QIC and Waiver Performance
- New Health Status Screening
- Incident Reporting Performance Update
- SAS Checklists
- Electronic Surveillance
- Out of State Services



Quality Improvement Committee (QIC)

- Representatives from the DOH, DSPD, OQD, and OL meet at least monthly to:
 - review and analyze discovery and remediation information
 - recommend system improvements
 - evaluate the effectiveness of the improvement initiatives

QIC Activities

- The Committee may also
 - generate or request quality improvement reports to monitor outcomes
 - evaluate the effectiveness of process and system improvements
 - track and trend performance measures



QIC Reporting

 Reports are compiled at a minimum of quarterly, more frequently as necessary, or in accordance with the Quality Improvement Plan for any performance measure with a rate of compliance below 86%.

Waiver Oversight

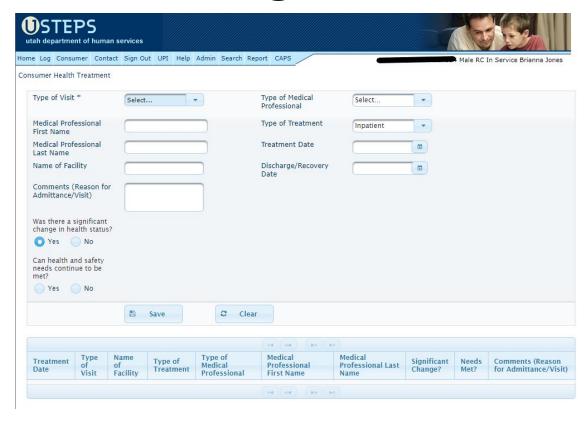
OQD conducts reviews in various areas of our processes.

implements improvement activities based on waiver performance.

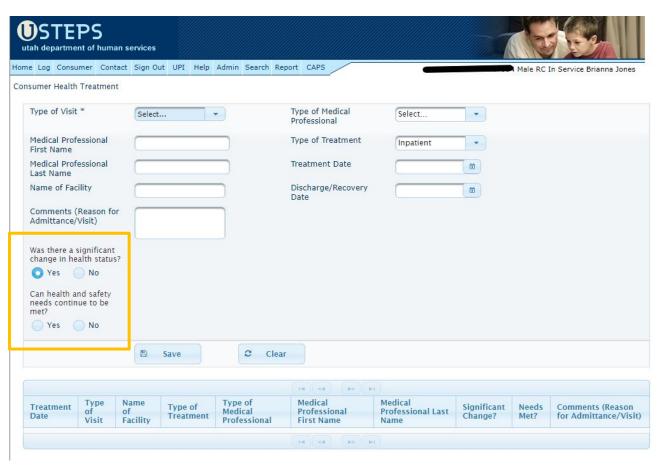
If waiver performance is lower than 86%, the State must create improvement plans focused on these areas.

Performance Measure: Health Screening

Health Status Screenings conducted when a substantial change in health status occurs and/or at the conclusion of an inpatient stay in a medical institution to determine if Level of Care (LOC) needs to be updated.



Health Screening



Performance Measures: Incident Reports

- Incidents reported to the Division of Services for People with Disabilities within 24 hours of discovery.
- Incidents for which providers submit an incident report within five business days of discovery.
- Incidents for which prevention strategies were developed and implemented, when warranted.
- Incidents that required the development/implementation of prevention strategies in which the Support Coordinator followed up to verify the effectiveness of safeguards/interventions.



Performance Measure: SAS

- Percentage of Self-Administered Services (SAS) providers (employees) who meet all waiver requirements.
- OQD reviews whether or not a SAS checklist was uploaded in the plan year.

Date:	Time sheet sample for all employees in the sample				
Consumer:	time period				
PID#:	Two months sampled: and Name of employees sampled				
Employee Files	1.				
☐ No new employees 1.Employee	1.				
2-9C Application for Certification 2-9EA Employee Agreement 1-9 Employment Eligibility Verification Annual Background Screening Signed Code of Conduct (Department and Division) 2-9EA Application for Certification 2-9EA Employee Agreement 1-9 Employment Eligibility Verification Annual Background Screening Signed Code of Conduct (Department and Division) 3-Employee 2-9CA Application for Certification 3-Employee	2. 3.				
2-9EA Employee Agreement 1-9 Employment Eligibility Verification Annual Background Screening Signed Code of Conduct (Department and Division) 4.Employee	Confirm all employees are legitimate, properly trained, understand and provide legitimate services.				
2-9C Application for Certification 2-9EA Employee Agreement 1-9 Employment Eligibility Verification Annual Background Screening Signed Code of Conduct (Department and Division)	Employee interviewed				
Employer File	understands Support Strategies and Service Specific Training. Ask:				
2-9SA Current year Service Agreement	Do you remember how many hours you				
Training Current Service Specific Training Current Support Strategies match goals Available in File Emergency Contact Information Timesheets Support Strategies Incident Reports	worked last pay period? Have you ever made a mistake on your time card-such as forgetting to report time you worked or reporting time you didn't work? If yes, how was it resolved? Have you ever been asked to donate or pay part of your check to your employer?				
Relevant information determined by employer	 Do you have questions or other issues providing services? 				
Issues or concerns	Issues or concerns				
	Name of Reviewer Date				

Electronic Surveillance

Doorbell cameras or similar technology should follow the human rights committee process defined in <u>Rule 539-3-7</u>

- If a doorbell camera is used to generally ensure the safety of all individuals in the home, is not used to surveil the individual in DSPD services, and access to the service is not restricted in a way that interferes with the individual's right to autonomy, dignity, or privacy, among other assurances; it is possible a doorbell camera is okay.
- Must be reviewed initially and annually to ensure expectations are continually met.

Notification and documentation of electronic surveillance that is approved by the **Human Rights** Committee should be sent to dhrc@utah.gov

Out of State Waiver Services

When individuals travel out of state and intend to bill for services, this must be requested and pre-approved by the Waiver Manager.

- The SCE must document how the person's health and safety needs will be met in accordance with the PCSP.
- Only services that can be delivered in an alternate location will be considered for approval
- Out of state benefits should be considered
 - The individual and family should understand their Medicaid insurance plan in case medical services are needed
- Services provided out of state are limited to 14 consecutive days

Performance Measure	Waiver	Q1	Q2	Q3	Q4	FY TD 6-30
	CSW	84.6%	90.5%	100.0%	88.2%	90.6%
Suspected abuse, neglect and exploitation incidents referred to APS and/or law	ABI	66.7%	50.0%	100.0%	100.0%	81.8%
enforcement.	PD					
	CSW	100.0%	100.0%	100.0%	70.0%	92.5%
Incidents involving abuse, neglect and exploitation of waiver participants where recommended actions to protect health and	ABI	100.0%	100.0%	100.0%	0.0%	80.0%
welfare were implemented.	PD				100.0%	100.0%
	CSW	45.8%	54.8%	58.7%	61.9%	56.1%
	ABI	66.7%	50.0%	71.4%	84.6%	69.6%
Incidents reported to DSPD within 24 hours of the discovery of the incident.	PD	0.0%	100.0%		100.0%	83.3%
	CSW	94.0%	93.9%	93.9%	96.5%	94.8%
Incidents for which providers submit an incident report within five business days of the discovery		73.3%	87.5%	100.0%	92.3%	87.0%
of an incident.	PD	100.0%	100.0%		100.0%	100.0%
	CSW	85.6%	83.8%	89.7%	88.3%	86.7%
	ABI	75.0%	100.0%	100.0%	60.0%	73.9%
Incidents for which prevention strategies were developed and implemented when warranted.	PD	100.0%	50.0%		100.0%	80.0%

FY20 Quarterly Performance Measure Data

Under Reporting Trends

CSW Performance Measure	Applicable Cases		
Suspected abuse, neglect and exploitation incidents referred to Adult Protective Services and/or law enforcement as required by State law.	318		
Incidents involving abuse, neglect and exploitation of waiver participants where recommended actions to protect health and welfare were implemented.	129		
Incidents reported to the Division of Services for People with Disabilities within 24 hours of the discovery of the occurrence.	6448		
Incidents for which prevention strategies were developed and implemented, when warranted.	3104		
Incidents identifying unauthorized use of restrictive interventions that were appropriately reported.	1481		